



Nebraska Information Technology Commission

STANDARDS AND GUIDELINES

E-Mail Standard for State Government Agencies

Category	Groupware Architecture
Title	E-Mail Standard for State Government Agencies
Number	

Applicability	<input checked="" type="checkbox"/> State Government Agencies <input type="checkbox"/> All..... Not Applicable <input checked="" type="checkbox"/> Excluding: Higher Education; and agencies receiving an exemption pursuant to § 4.2..... Standard <input type="checkbox"/> State Funded Entities - All entities receiving state funding for matters covered by this document..... Not Applicable <input type="checkbox"/> Other: _____ Not Applicable Definitions: Standard - Adherence is required. Certain exceptions and conditions may appear in this document, all other deviations from the standard require prior approval described in § 4.2. Guideline - Adherence is voluntary.
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Status	<input type="checkbox"/> Adopted <input checked="" type="checkbox"/> Draft <input type="checkbox"/> Other:_____
Dates	Date: April 14, 2005 Date Adopted by NITC: Other: Revisions to version adopted on by the NITC on June 3, 2004

1.0 Standard

1.1 E-mail Standard for State Government Agencies

The state will standardize on a unified e-mail system which provides agencies with the option of choosing a business-class e-mail product or a low-cost, basic e-mail product. These products are:

Unified E-mail System	Product
Business-Class E-mail	Lotus Notes
Basic E-mail	State of Nebraska Basic E-mail Service

1.2 E-mail Infrastructure

The e-mail infrastructure needs to provide for secure transmission of e-mail within state government and provide for a unified e-mail directory.

2.0 Purpose and Objectives

In 1997, the Information Resources Cabinet -- the predecessor of the Nebraska Information Technology Commission ("NITC") -- adopted the first electronic mail standard for Nebraska state government agencies. Section 1 of the standard states as follows:

"The state will standardize on four e-mail products from which agencies must select in order to take advantage of universal message switching and a central e-mail address directory. These products are:

- Internet Mail Products based on SMTP/MIME and IMAP4
- Lotus Notes/cc:Mail
- Microsoft Exchange
- OfficeVision (OV/VM and OV/400)"

That standard has remained unchanged since its adoption. Both the NITC and the State Government Council determined that this standard should be reviewed and recommendations made for possible revisions. A work group was formed to perform this review.

The work group, based on guidance from the State Government Council, established the following goals for this revised e-mail standard:

1. Provide for secure e-mail communications within state government.
2. Provide for regular, server-based backup of all state government e-mail, and assure that business recovery is possible.
3. Allow for gateway-based blocking of viruses and Spam.
4. Provide a unified e-mail directory for all state employees that provides information about the security of sending intra-agency e-mail communications.

5. Revise the standard to only include vendor-supported software.
6. Provide a low cost e-mail alternative.

This standard was developed to meet these goals.

3.0 Definitions

3.1 Basic E-mail

“Basic E-mail” means a simple, low-cost, e-mail communication service. Features of Basic E-mail include: personal address book; personal calendar; spell check; the ability to create folders; the ability to send and receive attachments; secure transmission of mail within the Unified E-mail System; and access available through a Web browser.

3.2 Business-Class E-mail

“Business-Class E-mail” means a full-featured groupware application that includes e-mail communications functionality. In addition to the features available to Basic E-mail users, Business-Class E-mail includes the following features: shared calendars; group scheduling; workflow application integration; and database integration.

3.3 Unified E-mail System

“Unified E-mail System” means the e-mail system for Nebraska state government agencies established by this document, including Business-Class E-mail and Basic E-mail. The implementation of the system will provide for secure transmission of e-mail between all users in the system; regular backup of e-mail; gateway-based blocking of viruses and Spam; and provide a unified e-mail directory.

4.0 Applicability

4.1 State Government Agencies

This standard applies to all state government agencies, except Higher Education and those agencies receiving an exemption under Section 4.2.

4.2 Exemption

Exemptions may be granted by the Technical Panel of the NITC upon request by an agency.

4.2.1 Exemption Process

Any agency may request an exemption from this standard by submitting a “Request for Exemption” to the Technical Panel of the NITC. Requests should state the reason for the exemption. Reasons for an exemption include, but are not limited to: statutory exclusion; federal government requirements; or financial hardship. Requests may be submitted to the Office of the NITC via e-mail or letter (Office of the NITC, 521 S 14th Street, Suite 301, Lincoln, NE 68508). The Technical Panel will consider the request and grant or deny the exemption. A denial of an exemption by the Technical Panel may be appealed to the NITC.

5.0 Responsibility

5.1 IMServices

IMServices will incorporate the needed hardware and software into their infrastructure to provide the following:

- Basic E-mail (support for Web mail via browser only, see Other)
- Directory for e-mail accounts
- Business/disaster recovery

5.2 Other

Agencies/entities utilizing an application, other than a supported Web browser, to access Basic E-mail accounts are responsible for installation and support of the application.